

Collection Specialist - 1411

Primary Reason Why Classification Exists

To perform skilled clerical and customer service work in the receipt and processing of utility bill payments, taxes, and other municipal fees and payments

Essential Functions/Typical Tasks

- Receives payments from customers in person or through the mail; verifies check for errors and issues receipts and enters payments into collection system
- Collects business and privilege licenses and other municipal fees and fines
- Maintains files and records
- Prepares bank deposit slip; records funds collected; secures and balances cash drawers; breaks down payments
- Processes returned checks; completes utility connect and disconnect work orders
- Prepares and mails correspondence to customers who submitted inaccurate payments; advises of actions to be taken to ensure correct payments
- Contacts other utility departments and advises of new utility service or cut-offs initiated
- Provides billing and collections information to citizens and businesses; explains municipal policies and procedures and refers others to supervisor for resolution
- Manages miscellaneous accounts receivable; works with delinquent accounts to encourage payment and arranges payment schedules; calls customers and advises on final cut-off notice and prepares collection letters
- Performs related duties as required

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, techniques, procedures, and equipment
- Knowledge of Microsoft Office products such as Word and Excel
- Knowledge of commonly accepted practices of records management
- Knowledge of municipal billing and collection policies and procedures
- General knowledge of utility billing policies and procedures
- General knowledge of effective communications practices when interacting with the public
- Ability to operate standard office machines including cash register and computer terminal
- Ability to perform detailed clerical and bookkeeping record work and provide clerical support to other clerical personnel in other departments
- Ability to operate and balance a cash drawer on a daily basis
- Ability to communicate municipal billing and collections policies and procedures
- Ability to establish and maintain effective working relationships with coworkers, the general public, and other municipal staff
- Ability to remain calm when interacting with customers who are angry or argumentative
- Ability to personnel

Physical Requirements

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects. Work requires fingering, grasping, and repetitive motions to operate office equipment, telephones, printers, and computers. Vocal communication is required to express or exchange information. Hearing is

required to perceive and understand information at normal voice levels. Visual acuity is required to prepare and understand written or computer data, operation of machines, determine accuracy and thoroughness of work, and observe general surroundings and activities.

Working Conditions

Work in this class is considered sedentary and is performed in a climate controlled office environment without exposure to hazardous chemicals, fumes, or other airborne particulates

Education and Experience

Graduation from high school or GED equivalency and 1 - 2 years experience in customer service and billing and collections; prior experience bookkeeping or billing and collections with a municipal government is desired

Special Requirements

- Valid North Carolina driver's license may be required to operate a municipal vehicle in the performance of duties, or in support of others
- Ability be bonded

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

January 2015